

CASHIERS' PROCEDURE MANUAL



THABACHWEU MUNICIPALITY

Cashiers Procedure manual

DRAFT 2017/2018

CASHIERS HANDBOOK

1. GENERAL

- 1.1 Council's official working hours must be strictly adhered to. (If it is necessary to leave the office, permission must first be obtained from the supervisor and the necessary documentation completed.)
- 1.2 A cashier must always be dressed neatly.
- 1.3 The cashiers' enclosure must always be kept neat and tidy.
- 1.4 You must always be friendly and courteous to the members of the public. ***Under no circumstances may the cashier engage into a shouting match with a consumer.***
- 1.5 ***You may under no circumstances eat or smoke in the cashiers enclosure.***
- 1.6 No passwords are to be given to any other person and should be changed by you regularly.
- 1.7 Should you leave your cashier enclosure you must lock away your money and the cashier's' enclosures' door must also be locked.
- 1.8 The cashiers float must be counted and controlled that it is correct and placed in the cashiers' drawer.
- 1.9 A receipt must be issued for every payment received and this must be done immediately.
- 1.10 During the day the bank notes must be neatly clipped in packets of ten (10).
- 1.11 At the close of the day all unclipped notes must be clipped and then counted.
- 1.12 The day statement must be completed and then the money plus the day statement must be taken to the person who has been tasked with the balancing of the cashiers for that day.
- 1.13 The person tasked with the balancing will then count the money in the presence of the cashier and see if it balances with the daily cashiers receipt list.
- 1.14 ***Under NO CIRCUMSTANCES may the cashier leave the area where his/her money is being checked until the person who is balancing the cashier has signed in the appropriate space on the cashiers' day statement.***
- 1.15 ***Should there be a shortage, after all figures and cash have been rechecked, the cashier must immediately pay in the shortage at once.***
Shortages may lead to disciplinary action taken against you.
- 1.16 Banking should be done on a daily basis.
- 1.17 Should a surplus be found, a receipt for the surplus must be issued and paid into the surplus vote and an appropriate note made on the day statement.
- 1.18 The floats will also be counted by the person cashing up the cashiers, sporadically, to see if the amount is correct and that there are no shortages, etc.

1.19 The floats must then be locked into the safe.

1.20 The cashier can then clean the cashiers' enclosure, make copies of receipts and audit rolls and do the necessary filing.

2. RECEIPT OF CASH AND/OR CHEQUES IN RESPECT OF WATER AND ELECTRICITY ACCOUNTS, SUNDRY DEBTORS, ASSESSMENT RATES, PAYMENTS THROUGH THE POST AND PAYMENTS RECEIVED IN THE CHEQUE DEPOSIT BOXES.

2.1 Cash:

All cash notes received must be scanned through the money scanner to see if the notes are not counterfeit. You must make very sure that you count the money correctly and issue a receipt for the actual money received.

2.2 Cheques:

All cheques must be checked thoroughly before you issue a receipt. The following must be checked:

✓ The date on the cheque:

Please make sure that the date is not older than six months, unless stated otherwise on the cheque, or that the cheque is not post-dated. If you issue a receipt for a stale or post dated cheque, you will be held responsible for bank charges.

✓ The amount on the cheque:

The amount in figures must correspond with the amount in words.

✓ Signatures:

The cheque must be signed or counter-signed if applicable. (Counter-signed if knowledge exists that the cheque must be counter-signed).

✓ Payee:

All cheques must be made out to the benefit of Council (if unsure, ask your supervisor). The cheque may not be made out to "cash" or "kontant" and the cheque must be crossed.

✓ Corrections:

No alterations are allowed on the cheques and under no circumstances may such cheques be accepted for payment/purchase of electricity.

If any of the above-mentioned problems may occur on the cheques received by you, immediately bring it under the attention of the customer or if the cheque was received through the post, hand it over to your supervisor.

Under NO CIRCUMSTANCES may a receipt be issued for a post-dated or stale cheque.

2.3 The cheque boxes must be emptied regularly.

2.4 The file where post-dated cheques are kept must be checked on a daily basis and when necessary a receipt issued (on the date of the cheque).

2.5 When receipts are issued for direct payments on our bank account the receipts together with the bank statement must be attached to your day statement.

2.6 ***NO receipt may be cancelled without the original receipt being attached to your day statement.***

No cancellation must be processed for payment onto a vote number without a written correspondence from the relevant section. (E.g. public Safety)

- 2.7 ***Should the original not be attached it will result in the receipt not being recognized as cancelled and the supervisor will instruct you to issue a receipt again and you will be held liable for the shortage which will result from this action.***

Under no circumstances may you “cash” any cheque (e.g. made out to a member of the public, staff members or councilors, even if the cheque was issued by Council).

3. OTHER TASKS TO BE PERFORMED

- 3.1 The filing of all documentation on the erf files must be done on a continuous basis throughout the month.
- 3.2 The cashiers must also be able to help and relieve the enquiries personnel on a continuous basis.

4. CASHIERS FLOAT

- 4.1 Every cashier must receive a float and sign for it in an appropriate register.
- 4.2 This float must be counted out every day when cashing up so that you always have the float that you started with.
- 4.3 ***Under no circumstances may your float/cash collected be used for personal loans or for any other reason for which it was not intended. The misuse of your float will lead to disciplinary action being instituted against you.***
- 4.4 The float must be locked away in the appropriate safe allocated to you on a daily basis. (Remember the full float allocated to you and not only a part thereof).
- 4.5 Should your float be handed over to someone else the person must sign therefore in the appropriate register (after counting the float).

5. KEYS ISSUED TO CASHIERS

- 5.1 You must sign for all keys handled by yourself in the appropriate key register.
- 5.2 If you hand keys over to someone else you must see to it that he/she signs the key register that he/she received it.
- 5.3 Keys must always be kept on your person and under no circumstance may it lie around where other persons can find them. Under no circumstances may the keys be hidden away in your place of work (especially after hours).

6. SELLING OF PRE-PAID ELECTRICITY

- 6.1 When a person wants to purchase pre-paid electricity the following steps must be adhered to:
- ✓ The consumer must have his/her pre-paid card or pre-paid meter number.
 - ✓ When meter number is punched in and the account is in arrears or the account has been blocked for whatever reason, a message will be displayed.

- ✓ For accounts with fixed charges on pre-paid, a message containing the amount for monthly fixed charge will be displayed on the screen and it will be considered when transecting pre-paid token.
- ✓ The cashier must refer clients to Credit Control in case of failure to pay all outstanding amounts for any kind of arrangement.
- ✓ A permission to unblock will be given in writing (signed) by Credit Control / Debt Collection personnel or a permission to sell a certain amount of electricity.
- ✓ Head cashier / Pre-paid unit are responsible for unblocking, after he/she has received formal instruction to do so.
- ✓ Head cashier is responsible to unblock when an RD Cheque has been replaced.
- ✓ ***Under no circumstances may electricity be purchased if an account is in arrears without the signed letter from the accountant giving permission to do so.***
- ✓ No pre-paid token issued will be cancelled.